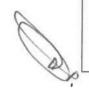
Northern Cape Province: ZF Mgcawu District Municipality(DC8) - Schedule of Service Delivery Standards Table - Final Annual Budget 2020/2023	idards	Table - F	inal Ann	ual Budg	et 2020/2	023		
Description	Ref	2016/17	2017/18	2018/19		2019/2020		
Standard		Actual Outcome	Actual Outcome	Audited Outcome	Original Budget	Adjusted Budget	Full Year Forecast	Service Level
Solid Waste Removal								
Premise based removal (Residential Frequency)								
Premise based removal (Business Frequency)								
Bulk Removal (Frequency)								
Removal Bags provided(Yes/No)								
Garden refuse removal included (Yes/No)								Not Applicable, ZF Mgcawu
Street Cleaning Frequency in CBD								District Municipally does not
Street Cleaning Frequency in areas excluding CBD								Total ally basic services
How soon are public areas cleaned after events (24hours/48hours/bnger)								
Clearing of illegal dumping (24hours/48hours/longer)								
Recycling or environmentally friendly practices(Yes/No)								
Licenced landfill site(Yes/No)								
Water Service								
Water Quality rating (Blue/Green/Brown/N0 drop)								
Is free water available to all? (All/only to the Indigent consumers)								
Frequency of meter reading? (per month, per year)								
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)								
On average for how long does the municipality use estimates before reverting back to actual readings? (months)								
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)								Not Applicable, ZF Mgcawu
One service connection affected (number of hours)								District Municipality does not
Up to 5 service connection affected (number of hours)								render any basic services
Up to 20 service connection affected (number of hours)								
Feeder pipe larger than 800mm (number of hours)	-							
What is the average minimum water flow in your municipality?								
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)								
How long does it take to replace faulty water meters? (days)								
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)								



ting the display control system?  on over (tow moth "shifted month "shifted month shifted months s	How long does the municipality takes to provide electricity service where existing intrastructure can be used? (working days) (working days) (working days) (working days) (working days)  Sewerage Service Are your pufficialion system effective enough to put water back in to the system after purification?  How long does it take to restore sewerage breakages on avorage  Severe over-flow? (hours) Sewer blocked pipes: Large phes? (Hours) Sewer blocked pipes: Smell pipes? (Hours) Sewer blocked pipes: Smell pipes? (Hours) Replacement of manhole covers? (Hours) Replacement of manhole covers? (Hours)  Road infrastructure Services  Time taken to repair a single pothole on a minor road? (Hours)  Time taken to repair a single pothole on a minor road? (Hours)  Time taken to repair a read following an open trench service crossing? (Hours)  Time taken to repair a read following an open trench service crossing? (Hours)  Time taken to repair a read following an open trench service crossing? (Hours)  Time taken to repair a read following an open trench service crossing? (Hours)  Time taken to repair a read following an open trench service crossing? (Hours)  Time taken to repair a manufacture of the first account being issued? (one month/three months or longer)  Property valuations	Not Applicable, ZF Mgcawu District Municipally does not render any basic services render any basic services render any basic services ronder any basic services
month's/longer parlod)  month's/longer parlod)  back to actual readings? (months)  bac	The municipality takes to provide electricity service for low voltage users where network extension is not required?  The municipality takes to provide electricity service for low voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The provide electricity service for high voltage users where network extension is not required?  The provide electricity service for high voltage users where network extension is not required?  The provide electricity service for high voltage users where network extension is not required?  The provide electricity service for high voltage users where network extension is not required?  The provide end of required?  The provide electricity service for high voltage users where network extension is not required?  The provide electricity service for high voltage users where network extension is not required?  The provide electricity service for high voltage users where network extension is not required?  The provide electricity service for high voltage users where network extension is not required?  The provide electricity service for high voltage users where network extension is not required?  The provide end of required?  The prov	Not Applicable, ZF Mgcawu District Municipality does not render any basic services render any basic services Not Applicable, ZF Mgcawu District Municipality does not render any basic services
month's/longer period) recliately/one day/flonger) back to actual readings? (months) back to actual readings	ne municipality takes to provide electricity service for low voltage users where network extension is not required?  re municipality takes to provide electricity service for low voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  It take to restore sewerage breakages on average  and uper indigent consumers?  It take to restore sewerage breakages on average  and piece: Large pipes? (Hours)  Scalary pipes: Mall pipes? (Hou	Not Applicable, ZF Mgcawu District Municipality does not render any basic services render any basic services render any basic services
month's/onger period)  month's/onger period)  back to actual readings? (months)  back to actual readings?  back to actual readings.  back	The municipality takes to provide electricity service for low voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?	Not Applicable, ZF Migrawu Distrid Municipality does not render any basic services Tender any basic services Not Applicable, ZF Migrawu Distrid Municipality does not render any basic services
pile control system?  yean?  vo month's three month's Jonger period)  breakagas (Immediately/one day/kno day/slonger)  )  on activities as part of your operations? (Yea/No)  floor one aleastrictly theff? (Yea/No)  and)  and)  mer upon a written request? (day/s)  rice for low vollage users where network extension is not required?  rice for low vollage users where network extension is not required?  k in to the system after purification?  No Dial Immediately theff?  No Dial Immediately theff?	ne municipality takes to provide electricity service for low voltage users where network extension is not required?  ne municipality takes to provide electricity service for low voltage users where network extension is not required?  ne municipality takes to provide electricity service for high voltage users where network extension is not required?  ce  lion system effective enough to put water back in to the system after purification?  to you subsidize your indigent consumers?  If take to restore sewerage breakages on average  serflow? (nours)  ixed pipes: Large pipes? (Hours)  ixed pipes: Smell pipes? (Hours)  san-up? (hours)  an-up? (hours)  ant of mannole covers? (Hours)  serf or mannole covers? (Hours)  ant of mannole covers? (Hours)	Not Applicable, ZF Мусажи District Municipally does not render any basic services
tito's system?  th's three month's longer period)  reverting back to actual readings? (months)  ges (immediately/one day/slunger)  dites as part of your operations? (Yes/No)  itestricity theft? (Yes/No)  on a written request? (days)  or ovillage users where network extension is not required?  high voltage users where network extension is not required?  high voltage users where network extension is not required?  how of the system after purification?	ne municipality takes to provide electricity service for low voltage users where network extension is not required?  ne municipality takes to provide electricity service for high voltage users where network extension is not required?  ne municipality takes to provide electricity service for high voltage users where network extension is not required?  ce  ce  lion system effective enough to put wafer back in to the system after purification?  to you subsidize your indigent consumers?  If take to restore sewerage breakages on average  serflow? (hours)  Seed pipes: Carge pipes? (Hours)  Seed pipes: Small pipes? (Hours)  san-up? (hours)  and of manhole covers? (Hours)  and of manhole covers? (Hours)	∖ւնք Applicable, ZF Mgcawu District Municipally does not render any basic services
tirol system?  th'sfirmer month's/longer period)  reverting back to actual readings? (months)  ges (immediately/one day/kvo days/longer)  diles as part of your operations? (Yes/No)  ilectricity friet? (Yes/No)  on a written request? (days)  ore existing infrastructure can be used? (working days)  low voltage users where network extension is not required?  high voltage users where network extension is not required?  high voltage users where network extension is not required?  by voltage users where network extension is not required?  he system after purification?	ne municipality takes to provide electricity service for low voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  ce  ito system effective enough to put water back in to the system after purification?  to you subsidize your indigent consumers?  If take to restore sewerage breakages on average  serflow? (hours)  ked pipes: Large pipes? (Hours)  ked pipes: Small pipes? (Hours)  sen-up? (hours)  and of manhole covers? (Hours)	Not Applicable, ZF Mgcawu District Municipality does not render any basic services
this/finee months/longer period) reverting back to actual readings? (months) tiges (immediately/lone day/shwo day/shonger) tiles as part of your operations? (Yes/No) tiles as part of your operations? (Yes/No) tiles are part of your operations? (Yes/No) tiles find the first fine the content of your operations? (Yes/No) tiles written request? (days) on a written request? (days) for wollage users where network extension is not required? thigh voltage users where network extension is not required? thigh voltage users where network extension is not required?  No Dis Ten	ne municipality takes to provide electricity service for low voltage users where network extension is not required?  re municipality takes to provide electricity service for low voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?	Not Applicable, ZF Mgcawu District Municipally does not render any basic services
this/finee months/longer period) reverting back to actual readings? (months) tiges (immediately/fore day/tivo days/longer) tiles as part of your operations? (Yes/No) tiles mitter request? (days) on a written request? (days) for existing infrastructure can be used? (working days) tow voltage users where network extension is not required? high voltage users where network extension is not required? high voltage users where network extension is not required?  No Disi Ten	ne municipality takes to provide electricity service for low voltage users where network extension is not required?  re municipality takes to provide electricity service for low voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re  the ce  lion system effective enough to put water back in to the system after purification?  to you subsidize your indigent consumers?  If take to restore sewerage breakages on average  seflow? (hours)  Sked pipes: Large pipes? (Hours)  Sked pipes: Small pipes? (Hours)  sean-up? (hours)	Not Applicable, ZF Mgcawu District Municipally does not render any basic services
tirof system?  this/fitnee months/longer period)  reverting back to actual readings? (months)  ges (immediately/one day/two days/longer)  illest as part of your operations? (Yas/No)  illest as part of	ne municipality takes to provide electricity service for low voltage users where network extension is not required?  re municipality takes to provide electricity service for low voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  ce  tion system effective enough to put water back in to the system after purification?  to you subsidize your indigent consumers?  If take to restore sewerage breakages on average  seflow? (hours)  cked pipes: Large pipes? (Hours)  cked pipes: Small pipes? (Hours)	Not Applicable, ZF Mgoawu District Municipality does not render any basic services
tirof system?  this/fitnee month's/longer period)  reverting back to actual readings? (months)  ges (immediately/one day/lovo days/longer)  witten sa part of your operations? (Yes/No)  ilectricity theft? (Yes/No)  on a written request? (days)  for existing infrastructure can be used? (working days)  for voltage users where network extension is not required?  high voltage users where network extension is not required?  high voltage users where network extension is not required?  No  No  Disk  Tenn  The System after purification?	ne municipality takes to provide electricity service for low voltage users where network extension is not required?  re municipality takes to provide electricity service for low voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  ce  tion system effective enough to put water back in to the system after purification?  to you subsidize your indigent consumers?  If take to restore sewerage breakages on average  erflow? (hours)  Sked pipes: Large pipes? (Hours)	Not Applicable, ZF Mgoawu Distrid Municipality does not render any basis psonoes
titol system?  titrs/three months/longer period) reverting back to actual readings? (months) ges (Immediately/one day/two days/longer)  titles as part of your operations? (Yes/No)  titles as part of your operations? (Yes/No)  on a written request? (days)  on a written request? (days)  on a written request? (morking days)  tow voltage users where network extension is not required?  high voltage users where network extension is not required?  high voltage users where network extension is not required?	te municipality takes to provide electricity service for low voltage users where network extension is not required?  re municipality takes to provide electricity service for low voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  ce  tion system effective enough to put water back in to the system after purification?  It take to restore sewerage breakages on average  erflow? (hours)	Not Applicable, ZF Мусами
tiro/ system?  tiro/ system?  tiro/linee months/longer period)  reverting back to actual readings? (months)  ges (immediately/one day/lwo days/longer)  tiles as part of your operations? (Yes/No)  tilestricity thett? (Yes/No)  on a written request? (days)  on a written request? (days)  tow voltage users where network extension is not required?  high voltage users where network extension is not required?  high voltage users where network extension is not required?	The municipality takes to provide electricity service for low voltage users where network extension is not required?  The municipality takes to provide electricity service for low voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?	
ripple control system? (two month's/finee month's/fonger period) ss before reverting back to actual readings? (months) of breakages (immediately/one days/fonger) no) sclion activities as part of your operations? (Yes/No) stlomer upon a written request? (days) stomer upon a written request? (days) stomer upon a written request? (days) ervice for low voltage users where network extension is not required? ervice for high voltage users where network extension is not required?	te municipality takes to provide electricity service for low voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  re municipality takes to provide electricity service for high voltage users where network extension is not required?  ce  tion system effective enough to put water back in to the system after purification?	
iod) ngs? (months) ns? (Yes/No) ns? (Yes/No) work extension is not required? twork extension is not required?	The municipality takes to provide electricity service for low voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?	
red?	The municipality takes to provide electricity service for low voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?  The municipality takes to provide electricity service for high voltage users where network extension is not required?	
red?	te municipality takes to provide electricity service where existing intrastructure can be used? (working days) te municipality takes to provide electricity service for low voltage users where network extension is not required? the municipality takes to provide electricity service for high voltage users where network extension is not required?	
red?	ne municipality takes to provide electricity service where existing intrastructure can be used? (working days) ne municipality takes to provide electricity service for low voltage users where network extension is not required?	
	te municipality takes to provide electricity service where existing hitrastructure can be used? (working days)	
nod) lings? (months) vo days/longer) yns? (Yes/No)		
control system?  onth s/three month s/tonger period)  re reverting back to actual readings? (months)  kkages (immediately/one day/two days/longer)  ctivities as part of your operations? (Yes/No)  fielectricity theft? (Yes/No)	How soon does the municipality provide a quotation to a customer upon a written request? (days)	
control system?  onth's/three month's/longer period) re reverting back to actual readings? (months) skages (immediately/one day/two days/longer) ctivities as part of your operations? (Yes/No)	How effective is the action plan in curbing line losses? (SocodBad)	
period) eadings? (months) syltwo days/longer) rations? (Yes/No)	Do you have a plan to prevent lllegal connections and prevention of electricity thet?? (Yes/No)	
	How long does it take to replace faulty meters? (days)	render any basic services
Ing the ripple control system?  anth, per year)  an over (two month's/linger period)  sulmates before reverting back to actual readings? (months)  cases of breakages (immediately/one day/liwo days/longer)	Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Not Applicable, ZF Mgcawu
Ing the ripple control system?  anth, per year)  no over (two month's/linger period)  sulmates before reverting back to actual readings? (months)  cases of breakages (immediately/one days/longer)	Are accounts normally calculated on actual readings? (Yes/no)	
ing the ripple control system?  onth, per year)  on over (two month's/linee month's/longer period) sstimates before reverting back to actual readings? (months)	Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	
Ing the ripple control system?  onth, per year)  on over (two month's/finee month's/longer period)	On average for how long does the municipality use estimates before reverting back to actual readings? (months)	
Ing the ripple control system? onth, per year)	Are estimated consumption calculated at consumption over (two month's/linee month's/longer period)	
ding the ripple control system?	What is the frequency of meters being read? (per month, per year)	
	How much do you estimate is the cost saving in utilizing the ripple control system?	
at is operational? (Yes/No)	Do your municipality have a rippile control in place that is operational? (Yes/No)	
arage per month?	What Is your electricity availability percentage on average per month?	

888		
		Are customers treated in a professional and humanly manner? (Yes/No)
No		Does the municipality have training or information sessions to inform the community? (Yes/No)
Yes		Is a information package handed to the new customer? (Yes/No)
		Other Service delivery and communication
Yes		ייסיי יוים יוימיויסיאביווע וייסגפ פווע יווימיוווים אויסיווים וייסיוסיים יויסיויסיווים וויסיווים מאפוסליופונג (Anysat, I suandonava an inaumonal inana on ones an ones and ones ones ones ones ones ones ones ones
		Does the municipality have any incentive plans in place to practe on conductive environment for consensual developments (Vocale).
et Local Municipalities.		What percentage of the projects have created sustainable job security?
their execution of their respective tasks; We do not have any projects as we do not have a budget for them. Projects are		How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?
ZFM DM support Local Municipalities in		How many economic development projects does the municipality drive?
		Economic development
40minutes		What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)
15mhrutes		What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)
5minutes		What is the average reaction time of the fire service to an incident? (minutes)
		How long does it take to renew a drivers license? (minutes)
Agency on behalf of Department of Roads and Safety		How long does it take to de-register a vehicle? (minutes)
municipality doesnot act as		How long does it take to issue a duplicate registration certificate vehicle? (minutes)
Not Applicable, the district		How long does it take to renew a vehicle license? (minutes)
		How long does it take to register a vehicle? (minutes)
		Community safety and Ilcensing services
_	_	
inicipal Manager of all requisitions submitted and progress thereof	Weekly reports are submitted to CFO and Municipal I	now only does in task to open an account to a new customer? (1 day) it days a week or longer)  How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?
		Is there a reduction in the number of complaints or not? (Yes/No)
		Does the municipality have control over locked enquiries? (Yes/No)
I QUI IBS AI US ACUT BESEN WITTIN Z DAYS.	провил нахо закльо от авлани саприяния. и фытва	How long does it take to respond to voice mails? (hours)
Because the district municipally desarred have wards or DMA's we desarred work directly with the community therefor we desarred battle services a second parabolish if pedaga reconditions of waters 2 desarred.	Because the district municipality doesnot have wards	What percentage of calls are not answered? (5%,10% or more)
		Time to resolve a customer enquiry or request? (working days)
		Time to respond to a written customer enquiry or request? (working days)
		Time to respond to a verbal customer enquiry or request? (working days)
		Reaction time on enquiries and requests?
		Administration
Yes		The state of the s
:		Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?
30days		How long does it take for an Tax/Invoice to be paid from the date it has been received?
Yes		Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balaince?
No		Are the financial statement outsources? (Yes/No)
Decrease		Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/increase)
		Financial Management

